

Frequently Asked Questions


Why is a DEA required for each state I practice in?

DentaQuest is NCQA certified and follows all guidelines. NCQA requires a DEA in each state a provider practices in; if you do not have a DEA in a state you practice in, please fill out the DEA Release on Question 14 on the Questionnaire section of the application

Why should I select all states I practice in when I am only applying for one state?

Some states have special forms or requirements; by selecting all states you participate in will allow the state specifics to be incorporated into the application.

Note:

- OH Addendum needs to be completed per Tax ID Number.
- OH ADA form needs to be completed by location.
- GA Peach State Attestation form needs to be completed one per provider for each Tax ID Number you participate with.
- If additional forms are needed, please use  at the top of the page.

Why do I have to fill out the Disclosure of Ownership?

The Disclosure of Ownership is a CMS (Centers for Medicare & Medicaid Services) requirement when receiving payment from State and Federal funded programs

Disclosure of Ownership Helpful Hints:

- Completed by Tax ID Number. If you have submitted a Disclosure of Ownership to DentaQuest within the last 6 months you will not be required to fill one out in the application.

Note: If DentaQuest identifies the Disclosure of Ownership on file is older than 6 months old you will be contacted by a credentialing specialist for an updated copy

- Question 2d – SAM.gov will need to be verified by the owner(s) of the entity for employees, including the Board of Directors or Governing Board and Managing


Employees to ensure no one is excluded from participating in State and Federal Funded Programs. If anyone appears on the exclusion list the entity will not be able to participate in the DentaQuest Network.

- Question 3a – if this question is being completed for an Entity rather than individual owner(s) please use 1/1/1900 for the DOB.

Why don't the email notifications about my application come from DentaQuest?

The AppCentral application is through Cactus, a vendor that DentaQuest uses for the online application. evalAppCentral@CACTUSSoftware.com. This system is secure and your information is only accessible to authorized DentaQuest staff

I received a narrative box for an explanation to my answer but I can't save the information

Click on the  in the top right hand corner of the box, the information entered will be saved when the box is closed

I don't have a Group NPI, why is this a required field?

A Group NPI is required for all tax classifications other than Individual/Sole Proprietor. To obtain a Group NPI, please visit <https://nppes.cms.hhs.gov/NPPES/Welcome.do>


I am unable to submit my application however it is complete

Check the signature dates. If the application is signed with a previous date, those dates will need to be updated to current date. The application signature dates can only be "today's date"

I have multiple locations but there are not fields to list these addresses

You can use  at the top of the document to get additional pages

I have 4 Dental Licenses but there are only 2 lines, how do I add the additional licenses?

Click on  **Add more** [Add...](#) located on the right hand side of the page. You will notice this button located by several fields throughout the application, please use it to add additional information as applicable




DentaQuest Application Checklist (last page of the application)

- This page is to serve as a checklist for additional documents that need to be attached. Please ensure that all required documents are attached to application or sent back via fax. See below for directions on attaching documents

Note: Disable Pop Up Blockers if are having problems attaching documents

1. Click on  **Menu** or 
2. Select  **Add Attachment**
from computer, via fax, or use past attachments
3. Select Attachment Method

Choose one of the methods of attachment below to proceed.

	My Computer Select a document from your computer and upload it as an attachment to this document.
	Fax Generates a coversheet with instructions to add an attachment to this document using a fax machine.
	Previous Attachments Select from a list of previous attachments that have been saved to the system.

How do I know the application has been received by DentaQuest?

You will receive an email notification from DentaQuest indicating your application has been received and will be reviewed by a credentialing specialist.

- After your application has been reviewed by a credentialing specialist, you may receive an email from evalAppCentral@CACTUSSoftware.com indicating that the application has

been sent back to you for missing, incomplete or clarification of the information filled out in the application.

- Any fields that require attention will be highlighted in one of the following colors:
- Yellow – Question or clarification for the response given
- Red – Wrong information and needs to be corrected
- Orange – Reevaluate the response